

# MTB Exams

## Fees and Invoicing Policy

### Introduction

This document sets out the fees that will be charged for our various MTB Exams approved qualifications and services as well as our invoicing arrangements.

Our aim is to have a pricing structure and associated invoice arrangements that are:

- Fair and appropriate and provide value for money.
- Clear and transparent, with no hidden costs or details.
- A reflection of the annual review of all MTB Exams fees, with a general increase of not more than inflation (we reserve the right to change this where necessary) and the publishing of fees in April each year for implementation on 1<sup>st</sup> September.

### Review arrangements

We will review this document and its associated procedures annually as part of our self-evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.

If you would like to feedback any views or have a query in relation to any aspect of our fees or invoicing arrangements, please contact us via the details provided at the end of this document.

### Qualification Fees

The fees listed below are correct at the date shown at the bottom of this statement and MTB Exams is committed to ensuring the fee details are updated every time a new qualification is offered and/or if fees have altered and made available to our centres and associates at the earliest opportunity to help them with their planning arrangements.

Details of the qualifications we offer (eg their specifications) can be obtained via the website [www.mtbexams.com](http://www.mtbexams.com) along with guidance materials that outline some of the processes below (eg centre recognition).

<b>Centre Administration Fees</b>	<b>Cost</b>
Centre recognition for new centre	Free of charge
Replacement and duplicate certificates	£10.00

<b>Registration and Certification Fees</b>	<b>Cost (excluding VAT)</b>	<b>Cost (including VAT)</b>
MTB EXAMS MTB Pre-Grades	£25	£30
MTB EXAMS MTB Grade 1	£28	£35
MTB EXAMS MTB Grade 2	£32	£40
MTB EXAMS MTB Grade 3	£36	£45
MTB EXAMS MTB Grade 4	£40.8	£51
MTB EXAMS MTB Grade 5	£44.8	£56
MTB EXAMS MTB Grade 6	£49.6	£62
MTB EXAMS MTB Grade 7	£54.4	£68
MTB EXAMS MTB Grade 8	£59.2	£74
MTB EXAMS AMTB	£96	£120
MTB EXAMS LMTB	£160	£200

## Postage & Packaging

There is no additional charge for the issue of certificates in the UK. An additional charge is made for international entries which is payable at the point of entry to cover the extra postage costs).

Postage and packaging costs for distributing books will be charged. Currently this is £1.99 per order for the UK (but an additional charge is made for international orders which is payable when the order is placed via the website).

## Invoicing approach

Key aspects of our invoicing approach:

1. Fees must be paid in full at the time of entry.
2. Upon online qualification entry, an order confirmation will be sent within 1 hour by email, including the invoice information.
3. A single payment is made online using any major credit or debit card. Upon receipt of this payment the candidate's unique front cover, for use in conducting the exam, is issued to the Exam Portal of both the payee account and any associated centre account.
4. By placing an order, you consent to payment being charged to your debit/credit card account.
5. No exams will be processed, moderated or certificates awarded unless payment has been received in full.
6. When you pay for your order by card, we carry out certain checks which include obtaining authorisation from your card issuer to ensure you have adequate funds and for security reasons. This may involve validating your name, address and other personal information supplied by you during the order process against appropriate third-party databases including the card issuer, registered credit reference agencies and fraud prevention agencies.
7. By accepting these MTB Exams Terms & Conditions you:
  - 7.1 Undertake that all the details you provide to us for the purpose of purchasing the Products are correct and that the payment card you are using is your own and that there are sufficient funds to cover the cost of the Products ordered.

- 7.2 Undertake that any and all Products ordered by you are for your own private or domestic use only and not for resale.
- 7.3 Authorise us to transmit the payment and delivery information provided by you during the order process (included any updated information) for the purpose of obtaining authorisation from your card issuer to ensure you have adequate funds, to authenticate your identity, to validate your payment card and for other security reasons, such as fraud prevention.
8. We shall contact you should any problems occur with the authorisation of your card.
9. We will take all reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part, we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering from our Website.
10. We use PayPal to collect/process card transaction information. PayPal's security policies can be seen here: <https://www.paypal.com/re/webapps/mpp/paypal-safety-and-security>
11. In cases where payment is made with a dishonoured cheque and we are required to pursue payment, a fee is incurred to cover the administrative costs and bank charges.
12. Once an entry and payment have been made, the entry fee cannot be refunded other than in accordance with points 13 or 14 below.
13. A full refund can be made if requested within 28 days of entry, provided no exam submission has been made with the exam number purchased. Once the exam has been submitted or after 28 days has passed, MTB will not issue refunds for any reason, except those stated in point 14. Requests for a refund should be made by telephone call, email or in writing using the contact details provided at the end of this policy and can only be made by the person who made the entry and is named on the front cover.
14. A discretionary refund may be possible in circumstances of serious long-term injury or the death of either the candidate or the teacher named on the front cover. Such refunds would be for the full sum of the entry cost and can only be made if the exam has not been taken and submitted to us. Candidates requesting such a refund must do so in writing within 3 months of the application date and with suitable supporting evidence.

Alternate invoicing approach:

In limited circumstances and at the discretion of MTB, we may alternatively invoice you within one week of confirming your order. The invoice will be sent to your Accounts Department unless you inform us otherwise (if you would like to change who we send the invoices to please contact us via the details provided at the end of this policy).

Each invoice will contain details:

- Of the product/service being provided
- The payment method and where required our bank account details
- Of the VAT amount (unless you have informed us that you are VAT exempt)
- Of our payment terms

Upon receipt of the invoice, payment should be received by us within 30 days of the invoice date. On receipt of payment we will update our records to show full payment has been received and ensure the invoice is appropriately filed.

Failure to pay due invoices may result in services and/or products being withheld from you.

Naturally, if you have any queries about any aspect of an invoice please contact us using the details provided at the end of this policy.

## **Records**

In accordance with HMRC guidelines we will keep records of all invoices issued and received so that your centre or other relevant parties (such as the regulators) can be provided with an auditable trail of transactions if necessary.

## **Contact us**

If you have any queries about any aspect of our fees or invoice arrangements or the content of this policy, please contact the MTB Exams administrator on Tel: +44 (0)1189680910 or email: [enquiries@mtbexams.com](mailto:enquiries@mtbexams.com)